
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Executive Secretary II & III** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. ENGLISH USAGE**(12 Questions)**

A major part of a secretary's job consists of composing correspondence, memos and reports as well as editing these materials to correct grammatical or spelling errors. In order to assume these responsibilities, a secretary must have an extensive knowledge of the English language and business English. Test question topics include:

- Determining which one sentence from a group of four represents the best use of English;
- Identifying correctly spelled words from a group of correctly and incorrectly spelled words;
- Reviewing sentences and determining the appropriate use of punctuation marks.

II. PUBLIC RELATIONS**(10 Questions)**

Employees in this job are responsible, to a large extent, for the development and maintenance of office relationships through the use of telephone, correspondence or personal contact. Since a secretary's attitude toward persons outside the office can affect the attitude of the public towards that particular office, it is important that a secretary is knowledgeable of various methods and techniques of effective public relations. Test question topics include:

- How to effectively handle requests for information from the public;
- Methods one can use to promote a favorable impression of the agency and state employees among the general public;
- Effectively dealing with hostile or argumentative clients;
- Cooperative subordinate - supervisory relationships.

III. OFFICE PRACTICES**(20 Questions)**

Employees in this job are primarily responsible for the efficient and effective functioning of the office. A secretary, through the establishment of efficient filing systems, correspondence control, assignment of clerical functions, etc., ensures that the office work flow is uninterrupted. In order to carry out this responsibility, a secretary must be knowledgeable of various modern office practices and procedures. Test question topics include:

- How to properly handle confidential information;
- Establishing work procedures;
- Office systems and theory;
- Establishing office filing system.

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IV. READING COMPREHENSION

(12 Questions)

- A major part of the secretary's job involves reading and reviewing various written materials. Often a secretary must interpret such material. In order to assume this job responsibility, a secretary must be able to read written material and extract pertinent information from such material. The questions in this exam section test your ability to read and comprehend written information by having you read a passage and choose a statement from a group of four that best interprets the meaning of the passage.

V. FILING

(10 Questions)

Employees in this job are responsible for establishing filing systems within an office as well as actually filing materials alphabetically, numerically, by code, etc. Thus, a secretary must be able to effectively maintain the filing system of the office by establishing various controls and by accurately filing materials. Test question topics include:

- Determining where a particular name should be filed within a group of similar names.

VI. SUPERVISION

(10 Questions)

Employees in this job are often called upon to train new clerical staff in an office. In some cases, a secretary may have supervisory authority over all clerical staff in an office. In order to perform these duties, a secretary must be knowledgeable of various methods and techniques of supervision. Test question topics include:

- Enhancement of employee versatility through training;
- Work assignments;
- Problem resolution;
- Employee motivational techniques.